

HELP DESK/DOCUMENTATION SPECIALIST

50-O

DISTINGUISHING FEATURES OF THE CLASS: This position serves as the initial point of contact for troubleshooting hardware and software issues within the County. The incumbent is responsible for assistance in problem recognition, research, isolation, resolution and follow-up steps. This position requires experience and understanding of the Information Systems (IS) environment. Work involves tracking equipment failures, maintaining hardware and related component inventories and performing routine software modifications. Work is performed under the supervision of the Help Desk/Documentation Coordinator, Chief Information Officer or designee with some leeway for independent judgment in resolving less complex problems involving the use of the help desk system..

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists users with defining problems, documenting them and resolving routine issues;

Logs and tracks calls coming into the help desk until problem is resolved and closed, including follow-up with user to facilitate increased user satisfaction levels;

Maintains tracking system for purposes of trend analysis and statistical reporting;

Collects data from user departments and recommends corrective action within scope of knowledge and ability or determines, through the use of standardized procedure, the appropriate area for problem referral and resolution;

Investigates hardware problems, correcting those within scope of knowledge and ability and refers more difficult problems for appropriate remediation;

Instructs users in proper and routine use and maintenance of peripheral equipment;

Logs and tracks all vendor service calls and vendor responses;

Compiles Help Desk statistics and furnishes monthly reports;

Maintains hardware and related component inventories for all computer centers;

Performs liaison functions between user community and MIS Department, including notification of system failures and responses to technical inquiries;

Assists in the installation, maintenance and relocation of computer hardware equipment;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Writes and revises procedural manual for users and creates and maintains tutorials and documentation;

Performs related work as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of personal and network server computer functions and capabilities; good knowledge of the operation and flow of a data center; good knowledge of data processing concepts; good knowledge of the use and performance of computer peripherals; ability to communicate effectively, both orally and in writing; ability to act independently and to respond to customer/user inquiries and resolve problems; tact; resourcefulness; and courteousness.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree or higher in Computer

- Science or a related field and two (2) years of experience in the support of PC hardware and software in a large enterprise environment with personal computers and network servers, including troubleshooting and resolving problems in the areas of word processing, spreadsheets, telecommunications and electronic mail, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (A) above, including or supplemented by six (6) months of experience in a position involving complaint resolutions; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

SPECIAL REQUIREMENTS FOR APPOINTMENT: Must possess and maintain a valid driver's license; ability to safely lift and carry fifty (50) pounds.

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Originated: 04/24/07

Jurisdictional Class:Competitive

Public Hearing:N/A

NYS Civil Service Commission Approval: N/A

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